

# CSU Desktop Video Conferencing

# Microsoft® Office Communicator 2007 R2 (MOC)

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## What is Desktop Videoconferencing at CSU?

CSU has recently adopted Microsoft's Office Communicator product (MOC) as its desktop videoconference product. It can also be used to join CSU's room based multi point video conferences

## What you need to get started

For audio conferencing you must have an approved headset, or an approved speaker and an approved microphone, or a USB approved audio device connected to your computer. For audio/video conferencing, you must have an approved webcam connected to your computer.

## Set up your audio and video

Before getting started with conferencing, you may want to adjust your audio and video devices: click the **Menu** button on the Communicator Title bar, click **Tools**, and then click **Set Up**.

## When should I use MOC to join a videoconference?

Once set up with the software, camera and audio packages you can choose to join a booked videoconference from your desk. A better experience may be available though by going to the meeting room

## When should I use just MOC (video/audio) for my conferencing?

Evaluate your needs for events such as staff meetings or one on one meetings, where they would normally be held by videoconference and whether MOC would better suit your requirements.

## Getting started

You can order your choice of equipment from the [Desktop Videoconferencing](#) page on the CSU Computer Shop website. The purchase price includes delivery and installation by a CSU Computer Shop technician and configuration of MOC. You must install MOC prior to delivery of your purchased equipment, this can be done by opening the Install Software icon on your desktop. Detailed instructions on this method of installing software are located [here](#) and if you would like to learn about MOC's other features and how to use them click [here](#)

# Joining an existing videoconference using the MCU

## How do I add the [MCU's](#) to my Communicator Contact list?


In the search box in MOC type in "Video Conf ". Right click each bridge (there are 6) and select "add to contacts". (The 6 should be Video Conf MCU 1-6).

## How do I know what bridge my conference is on?

Follow this link <http://www.csu.edu.au/vcbookings/> and look for your conference. You need to find out which MCU to use and which conference ID to enter when prompted

## Joining an existing videoconference

To join an existing video conference, first find out the conference ID, then right click the "Video Conf [MCU](#)" that the conference is on. Then right click it and select "Start a video call".

Now click the number pad button  and then put the conference ID in the box and press #

You will be connected to your conference.

Please note, you must click the hang up button when you leave the conference before you close the window



[Glossary of terms](#)

# Join an Audio/Video Conference

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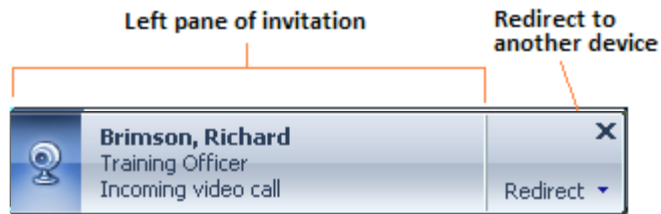
To join an audio/video conference using Microsoft® Office Communicator 2007 R2, do the following:

- **Join a video conference**

In the conference invitation alert, click the left pane.

- **Join from another device**

Click **Redirect**, and then click the phone number of the device from which you want to join. You can join an audio/video conference even if you do not have a webcam. While you will not transmit a video stream, you can view the video stream of others.



# Start an Audio/Video Conference

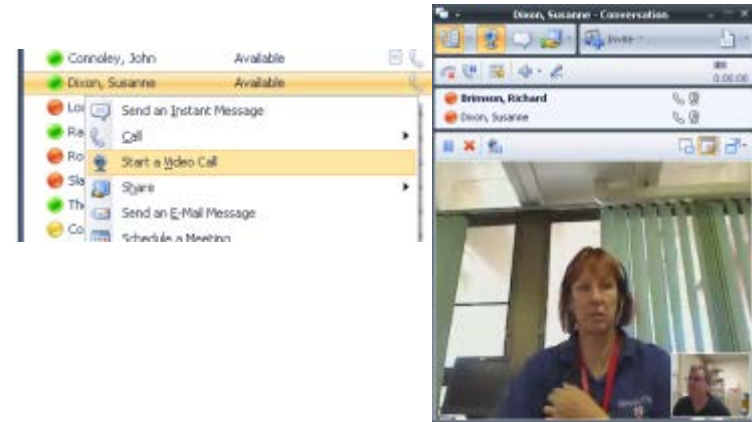
In Microsoft® Office Communicator 2007 R2, you can start a video (AV) conference with multiple users or a group that you select in the Contact List.

## Start a video conference with multiple contacts

In the Contact List, hold the CTRL key, and then select the contacts you want to invite. Right-click the last contact, and then click **Start a Video Call**.

## Start a video conference with a group

In the Contact List, right-click a group name, and then click **Start a Video Call**.



# Conduct Conference Calls

In Microsoft® Office Communicator 2007 R2, during a conference, you can use the Conference call controls to invite others, make a participant a leader, eject a participant, mute a participant, or invite a participant to a new conversation.

## Invite others to a conference call

In the Conversation window, click the Invite button, and then select the contacts that you want to invite.

## Make a participant a conference leader

In the conference roster, right-click a participant, and then click **Make Leader**. This action is only available if you initiated the conference and are the conference leader.

## Eject a participant

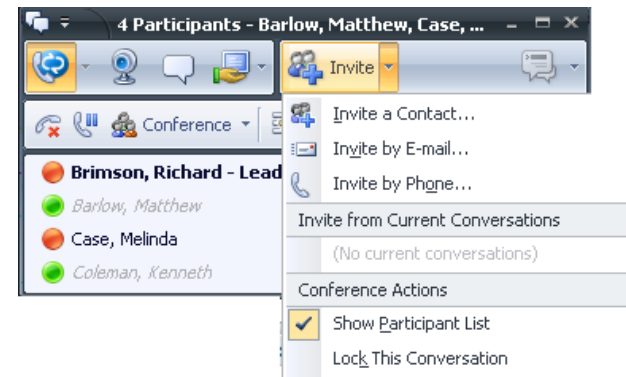
In the conference roster, right-click the person you want to eject, and then click **Remove from Conference**.

## Mute a participant

In the conference roster, right-click the person you want to mute, and then click **Mute**. This action is only available if you initiated the conference and are the conference leader.

## Invite a participant to a new conversation

In the conference roster, right-click the participant, click **Invite to New Conversation**, type a message in the message entry area, and then press ENTER.

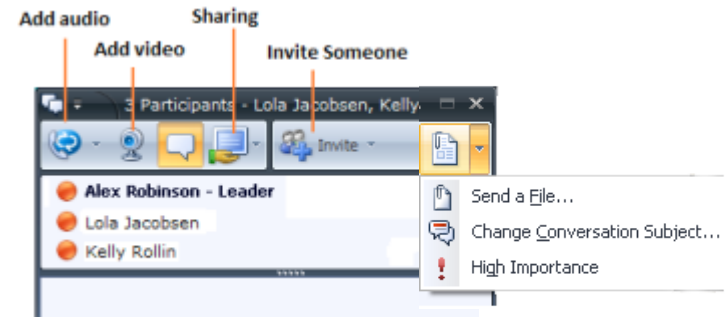


# Share Your Desktop or Share Information

Whilst Bridget (details [here](#)) remains CSU's preferred facility for all desktop and file sharing, Microsoft® Office Communicator 2007 R2, also allows other participants to view your entire computer desktop during a conversation or IM. Click the Sharing button, and then click **Share Desktop**. To share control so that another participant can provide mouse and keyboard input to your desktop, in the Conversation window, click the arrow next to the **Sharing** button, and then click **Share Control with Participants**. The other participants will see a **Take Control** button, which they can click to control the applications on your desktop.

## Sending Files

You can also send files while you are in the video call by selecting the "Send a File" option



# Security Issues

In contrast to the room based video conference systems which are pre-booked in Outlook & are automatically joined to a conference, Desktop Video Conference endpoints & audio-only participants connect in an ad-hoc manner. The implications of ad-hoc access upon security, in particular uninvited participants eavesdropping, have been considered & features implemented to minimize the risk.

The convener of the conference should be security conscious during a conference, particularly at the commencement, and be aware of the below notifications;

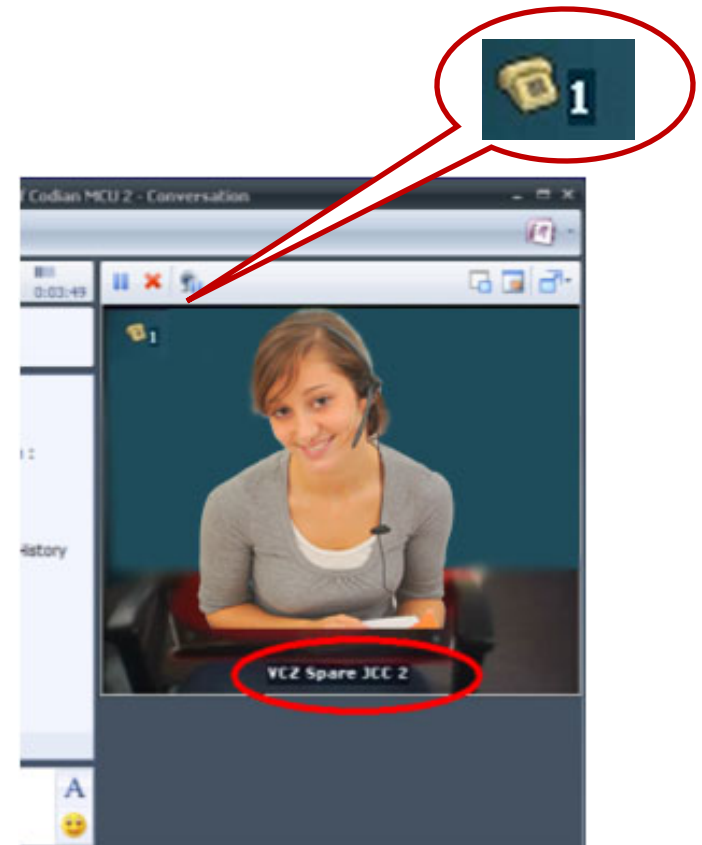
## Audio notifications

audible messages indicating when other participants join and leave the conference.

## Overlaid icons

an icon appears near the top left of the conference display to indicate if there are any audio-only participants. To the right of the icon, the number of such participants will be displayed. If enabled, the icon will only display if there are one or more audio participants.

Audio-only participants are participants that cannot be viewed; either the participant's endpoint cannot send video, or the participant has muted their endpoint's video channel.



# Video conference etiquette

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These basic tips will make your meeting more successful.

## **Appoint a Chairperson who can:**

Make sure that all participants have been introduced

Ensure all participants can be seen and heard

Manage 'lively' discussions by ensuring people speak in turn

Eliminate back chatting by requesting sites use the 'mute' button when not wanting to be heard

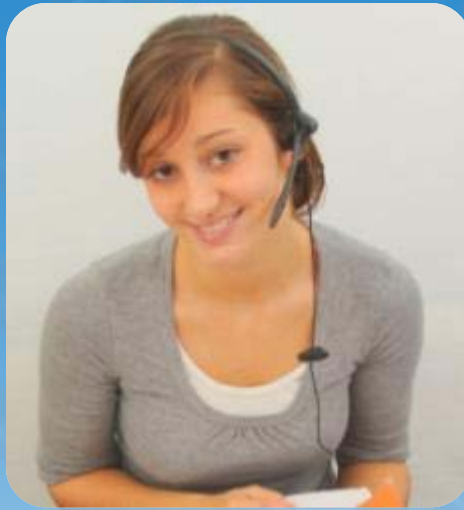
**Be seen.** Position the camera to make sure the others can see you. Don't avoid being in the picture or place yourself in a wide (zoomed out shot). Spend some time as you begin your conference to make sure that all can be seen and heard, it is worth the short time it will take at the start and you will enjoy a more successful Video Conference.

Be careful that you don't wear stripes or any other busy pattern; it detracts from the image quality of the conference. Also, make sure that you don't have poster etc on the wall behind you.

**Be Yourself.** Speak naturally; imagine that all the participants are sitting in the same room. Look into the camera when you speak. Doing this gives participants at the other site(s) the impression that you are making eye contact with them. Pause occasionally so others may make comments. Identify yourself as necessary.

## **Eliminate background noise near microphones.**

Audio systems are very sensitive to extraneous noises and so avoid tapping pencils, rustling papers, side conversations and other distracting noises that may be magnified by the audio system. Nearly all Video systems have automatically adjusting microphone levels; therefore even a whisper can eventually be heard clearly. Ensure you don't get caught out. If the participants at the far end don't realise they are making too much noise don't be afraid to tell them.



**If you have any problems with  
communicator, please visit the  
Service Desk**

**<http://www.csu.edu.au/division/dit/services/service-desk/>**